

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	2035	(call NEAR4 proces\$5 NEAR4 center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 20:55
L2	1099	(call near4 proces\$5 near4 center) and (organization or enterprise or business)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 20:55
L3	161	(call near4 proces\$5 near4 center) and (organization or enterprise or business) and (live adj3 (agent or representative or specialist))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 20:55
L4	6	(call near4 proces\$5 near4 center) and (organization or enterprise or business) and (live adj3 (agent or representative or specialist)) and ((voice adj xml) or vxmI)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 20:55
L5	24	(call with center) and (organization or enterprise or business) and (live adj3 (agent or representative or specialist)) and ((voice adj xml) or vxmI)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 20:55
L6	6	(call with center) and (organization or enterprise or business) and (live adj3 (agent or representative or specialist)) and ((voice adj xml) or vxmI) and (artificial with intelligence)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 20:55
L7	21822	ACD or (automatic adj call adj distrbtion) or (call\$4 adj3 center)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 20:55
L8	46693	(mark adj up adj language) or (markup adj language) or (mark-up adj language) or XML	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 20:55
L9	1647	L7 and L8	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 20:55

L10	1572	(L7 and L8) and (inquiry or query or question or request\$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 20:55
L11	736	(L7 and L8) and (inquiry or query or question or request\$4) and live	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 20:55
L12	80	(L7 and L8) and (inquiry or query or question or request\$4) and live and (AI or (artificial adj intelligence))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 20:55
L13	43402	(AI or (artificial adj intelligence))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 21:57
L14	13262	(call near3 (record or history or log))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 22:00
L15	10	L13 with L14	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 22:01
L16	452	VXML	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 22:43
L17	2206486	(answer\$3 or respon\$4)	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 22:42
L18	383	L16 and L17	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 22:42
L19	3	L13 with L16 and L17	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 22:43

L20	702	(VXML or (voice adj extensible adj markup adj language))	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 22:43
L21	2	L13 with L17 with L20	US-PGPUB; USPAT; EPO; JPO; DERWENT; IBM_TDB	OR	ON	2006/02/05 22:43